

Home User Guide.

APPLE BLOSSOM CLOSE, LYDNEY, GLOUCESTERSHIRE, GL15 5PG

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A guide to enable occupants to understand and operate their home efficiently and how to make the best use of local amenities

Prepared by [Markey Construction](#) working in Partnership with [Two Rivers Housing](#).

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Introduction

The aim of the home user guide is to help you understand and operate your home efficiently and to make the best use of local facilities.

Your home has been built to achieve code 4 under the Department for Communities and Local Government Code for Sustainable homes (CSH). The building itself has been constructed using a prefabricated insulated timber frame which results in lower heating cost. All of the materials in your home are environmentally friendly and are from sustainable sources. To reduce water consumption the building has been fitted with water saving features such as flow restrictors and a rainwater butt.

When your house was constructed a Police Architectural Liaison Officer (ALO) carried out an inspection to ensure that it was safe and secure resulting in a secure by design certificate being awarded. During construction it also achieves a performance beyond compliance rating which is the highest rating in the Considerate Constructors Scheme.

The guide itself has explanations of the equipment/features installed, how to use them effectively and maintenance instructions to ensure that your home functions as efficiently as possible. It also gives tips on how you can live a more sustainable life resulting in savings on energy, water and household running costs.

It gives details of your waste collection services such as; the days of collection and what to do with bulky waste items. If you are planning to carry out DIY it makes suggestions on products that would be most suited to your property. It gives addresses and contact numbers for your local GP, Post Office, Supermarket and other local amenities. If you are planning a day out look no further as the guide also suggests areas of interest such as nature trails, parks and places where you could really GO APE.

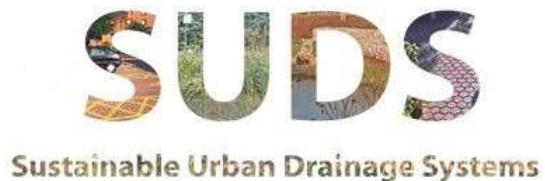
1. Environmental strategy/design and features

1.0 Systems in place

SUDs

Sustainable (Urban) Drainage Systems are designed to reduce the potential impact of new and existing developments with respect to surface water drainage discharges.

They are designed to replicate natural systems that use cost effective solutions with low environmental impact to drain away dirty and surface water run-off through collection, storage, and cleaning before allowing it to be released slowly back into the environment.



Conventional drainage systems are renowned for flooding and polluting of the environment and as a result can cause harm to wildlife & habitats and can contaminate groundwater sources which are used for drinking water. The Weholite system at Apple Blossom Close has been designed by a hydrologist to be easily managed and will be maintained by Gloucestershire Highways.

SUDS use the following techniques:

- source control
- permeable paving such as pervious concrete
- storm water detention
- storm water infiltration
- evapo-transpiration (e.g. from a Green roof)

Mechanical Ventilation MVHR

Your home has been designed to be air-tight this means that there very little natural ventilation in your home. While opening a window does provide ventilation, the building's heat and humidity will then be lost in the winter and gained in the summer, both of which are undesirable for the indoor climate and for energy efficiency.

Your [Nuaire mrxbox95](#) gives you much more in control of the climatic conditions in your home. It works by bring in fresh air from the outside and recycles the otherwise wasted heat from your bathroom and kitchen.

The heat exchanger block can recover up to 95% of the normally wasted heat.

The two independent fans have full speed control for background and boost ventilation rates as well as a run-on timer facility.

Benefits of MVHR

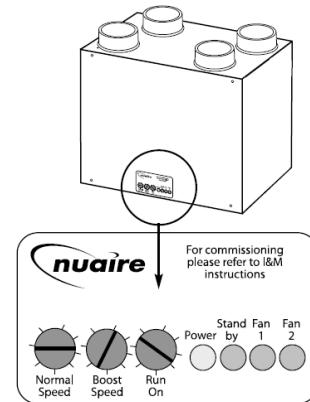
- Speed control on supply and extract.
- Background ventilation control/set point.
- Boost ventilation control/set point.
 - run on timer.
 - Fan failure indication.



A low voltage sensor, activates the system when the RH level is above set point. Incorporates overrun timer and RH set point level adjustment.

Maintenance requirements

This system has been designed to have minimal maintenance requirements. The only requirement is a filter replacement every 12 - 18 months.



Solar

Your home has been fitted with [Worcester FKC series flat panel solar collectors](#). This solar water heating system absorbs solar energy and converts it to heat which is then pumped directly to your hot water cylinder – providing hot water from a clean, renewable source of energy. Solar water heating panels do not rely on high temperatures or direct sunlight to work. Even on cloudy days, they can deliver significant energy savings. That's because they work on the principle of light absorption, rather than needing heat or direct sunlight.

features and benefits:

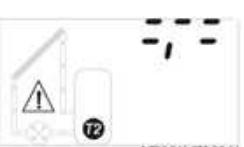
- As solar energy harnesses the energy from the sun, it produces none of the CO2 emissions of using fossil fuels
- solar panels can be fully recycled
- The Greenskies system includes a control, which enables you to set the hot water temperature you require with ease
- Greenskies requires minimal maintenance and is extremely robust

Maintenance

When carrying out maintenance work on the system set the mode selector switch **S** to solar heating pump **OFF**.

- The solar heating pump will stop.
- The display backlighting is red,

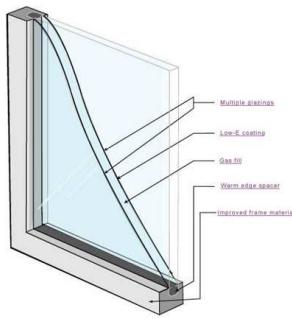
OFF flashes and the symbol stops moving, you can then switch off the power supply.

Display shows (flashing red/yellow)	Cause	Remedy
	Short circuit on sensor lead to solar panel temperature sensor T1 .	Check sensor lead T1 .
	Short circuit on sensor lead to solar panel temperature sensor T2 .	Check sensor lead T2 .
	Break in sensor lead to solar panel temperature sensor T1 .	Check sensor lead T1 .
	Break in sensor lead to solar panel temperature sensor T2 .	Check sensor lead T2 .
	Indication of a fault in the system, e.g. shut-off valves closed, air in the system or defective solar heating system pump.	<p>Check that the shut-off valves are open.</p> <p>Check the system. If necessary have the system bled.</p> <p>Check whether the solar heating system pump is working (see Section 5.3.2).</p>

Prefabricated Timber Frame

Timber frame construction has developed significantly over recent years and is seen by the industry as an excellent way to meet demand for more energy-efficient homes while helping to reduce CO₂ emissions and help mitigate the effects of climate change.

Your home has been constructed using a [Prestoplan](#) system which is a closed panel system which is pre-assembled wall panels and typically include insulation, moisture control layers and the weathering envelope. The benefits of this type of construction is speed of construction, improved quality may be improved due to more co-ordinated supply chain processes and production in controlled factory environments.



Low-E Glass

Low-emission glass (Low-E) is a clear glass that has microscopically-thin coating of metal oxide. This allows the sun's heat and light to pass through the glass into the building. At the same time it blocks heat from leaving the room, reducing heat loss considerably. It increases the energy efficiency of windows by reducing the transfer of heat or cold through glass. That means in the winter your house stays warmer, and in the summer it stays cooler.

Certified Timber

All the timber used in your home is Certified Timber which has been sourced from responsibly managed forests. This ensures that your home has not caused unnecessary damage to the environment when sourcing construction materials for your home.



2. Operational instructions

2.0 General

Window operation & care

Howarth endurance is versatile in both style and appearance, the Stormproof range is suited to almost any development.

- Timber frames ensure efficient control of heat loss
- Secured by Design certification
- FSC accredited engineered softwood to minimise waste and increase stability
- 10 year guarantee on painted finish and 6 year guarantee on stained finish for peace of mind and lower maintenance
- Cost effective solution with styling perfect for the majority of building types

Front/Rear door

Your composite doors have been supplied by **Permadoor** as they provide a comprehensive range of low maintenance composite doorsets. They are fabricated to ensure they meet the highest standards of security and performance and are supplied tested to the requirements of PAS23, PAS 24 and Secured By Design.

Permadoor fibreglass doors are fabricated with durable compression moulded thermoset to ensure that the doors will not dent, crack, split or splinter and will resist shrinking, swelling and warping with changes of temperature.

Timber French door (subject to property type)

These have been supplied by Dempsey Dyer as they offer a practical and cost effective design to provide an opening that combines your home and garden.

Locking System: Utilising a three point dead-bolt lock complete with an anti-bump, anti-drill cylinder and cylinder guard, our locking system is proven to withstand the three main attack methods; bumping, drilling and snapping. The slave door is operated on finger bolts to the top and bottom.

Velux roof light (subject to property type)

Use of the ventilation flap

To enjoy fresh air even when the window is fully closed, pull the control bar lightly downwards to open the ventilation flap. The window will remain locked, but air can enter the room through a built-in air filter.



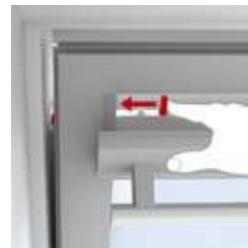
Opening and closing the window

Pull the control bar once more to open the window. Friction springs in the hinges allow the sash to be parked in partially open positions. The window is closed by pushing upwards firmly on the control bar to lock the sash and close the ventilation flap.



Ventilation position

The built-in barrel bolt allows you to fix the window in an open position. The barrel bolt is placed in the top left part of the window, and slides into the bushing at the top of the side frame.



Cleaning the pane

To clean the outer pane, rotate the sash 180 degrees. The sash must be secured in position by sliding the barrel bolt into the bushing at the bottom of the side frame. This safety feature leaves both hands free for cleaning. Clean the pane with a soft, clean, lint-free cloth/chamois leather/nonabrasive sponge or a clean, non-metal window squeegee. Clean water will normally be sufficient for cleaning the pane. Ordinary, non-abrasive household cleaners can also be used. Soft water is best for cleaning panes. Therefore, in hard-water areas add a small amount of detergent to soften the water or wipe off all excess water after cleaning.

Minimising condensation

Although you can not see it there is always moisture in the air. This can appear as condensation and be seen as steam or mist on your bedroom windows in the morning, in the bathroom mirror or from your 'breath' that you can see when you go out on a cold day. It mainly appears in cold weather and is found on the coldest surfaces or in places where there is little or no movement of air. You will find it in the corners of rooms, or near windows or behind furniture. It mostly appears on north facing walls which are colder because they don't get the sun.

The damp caused by condensation can cause mould to grow on walls, fabric and furniture which eventually leads to rotting. It can also cause paint to blister and wallpaper to peel off. Mould gives off tiny seeds called 'spores' - these spores float in the air (this is how it spreads) and can make conditions such as Asthma.

Modern construction techniques such as insulation to walls, draught proofing on doors and sealed window units have made it easier for you to keep your home warm by minimising draughts and stopping heat escaping from your home. But these improvements also stop moisture escaping. To reduce the risk of condensation in your home a control system can be installed such as Mechanical Ventilation Heat Recovery (MVHR). Please see section one for further details.

There are a number of things you can do:

Make less moisture

- Wipe the water from your windows and sills with a cloth, but make sure you wring your cloth out in the sink and don't put the wet cloth on a heater to dry. Putting a wet cloth on a heater allows the water to evaporate back into the air which means it will re-appear as condensation when the temperature drops.
- Don't dry washing inside your home. All the water from your clothes will go straight into the air and as soon as the air cools you will get condensation on your windows and walls.
- Put lids on your saucepans when you cook. This keeps steam in the pan and saves money on your fuel bill.

- Vent your tumble drier outside. If your dryer is not self condensing make sure you put the hose out of a window to ensure the hot, moisture filled air produced by the machine does not condense inside your home. Opening a window is not enough. You can get hose kits from most electrical & DIY stores.

Increase the Ventilation

- Use the trickle ventilators in your windows. You need a good air flow to help get rid of moisture which is produced in your home all the time. Modern windows have pull down flaps to help ventilate your home. Keep these open as much as possible so damp air can escape.
- Open a window when cooking and after showering/bathing. Boiling pans, hot baths and showers produce lots of steam. Opening a window ensures this steam condenses outside rather than inside your home.
- It also helps to keep your kitchen and bathroom doors shut when these rooms are in use for about 20 minutes after to stop moist air getting into other rooms. When your kitchen, bathroom or other rooms are not in use leave doors open so heat can spread evenly through your home.

Allow air to circulate

- Do not put furniture against the outside walls of your home. The inside walls (between rooms) are always warmer and are therefore less prone to condensation. Leave a gap between the wall and the furniture so air can circulate and ensure that wardrobes and cupboards are properly ventilated to prevent mould growing inside.

Keep your home warm

- When moisture condenses on your walls it makes them colder. This causes you to lose heat and increases the risk of mould growing. It then takes more energy to heat your home to a comfortable temperature which costs more. Heating your home efficiently helps reduce condensation and could save money on your heating bills. Try to keep your home above 18°C (63°F) - most people find a comfortable heat is around 21°C (70°F). Condensation is sure to occur if you let your home fall below 18°C.

Remove mould as soon as you find it

- You MUST remove mould as soon as you find it to stop it spreading and causing more damage to your home. You can get special cleaning products from DIY stores (always follow the manufacturers instructions) or use a good quality bleach mixed 1 part bleach to 4 parts water (but remember bleach may take the colour out).

Care of Kitchen

Premiere Kitchens' units are designed to give many years of reliable service in normal



household conditions. However it should be noted that the product is a piece of fitted furniture and should be treated with care, paying particular attention to the following areas.

Cleaning of Doors and Drawer Fronts

- These should be cleaned using a clean damp cloth containing a small amount of mild detergent. Avoid over wetting gently wipe over the surface in one direction and then wipe over with a clean dry cloth. A cleaning agent such as Fairy Liquid is recommended.
- Do not use any abrasive cleaning agents, acids, bleaches, petrol or solvents. Similarly do not use scouring pads, wire wool or any similar cleaning aids. Avoid excessive water or any other liquid.

Cleaning Interiors of Units

- Brush out any loose dust etc. The interior should then be cleaned using a clean damp cloth containing a small amount of mild detergent. Avoid over wetting gently wipe over the surface in one direction and then wipe over with a clean dry cloth. A cleaning agent such as Fairy Liquid is recommended.
- Do not use any abrasive cleaning agents, acids, bleaches, petrol or solvents. Similarly do not use scouring pads, wire wool or any similar cleaning aids. Particularly avoid saturating the unit bottom with excessive water or any other liquid.
- Drawer Boxes system is designed to operate under a maximum load of 25kg. Do not lean on partly opened drawers as this may cause the drawer box to part from the drawer runner.
- To remove drawer boxes Pull out the drawer box until it resists. Tip the front upwards to disengage the box from the runners.

To clean drawer boxes

Remove drawers from the units and brush to remove loose dirt etc. Clean the drawer box using a clean damp cloth containing a small amount of mild detergent. Avoid over wetting gently wipe over the surface in one direction and then wipe over with a clean dry cloth. A cleaning agent such as Fairy Liquid is recommended.

Do not use any abrasive cleaning agents, acids, bleaches, petrol or solvents. Similarly do not use scouring pads, wire wool or any similar cleaning aids. Particularly avoid saturating the drawer bottom with excessive water or any other liquid.

General Care

1. Never place hot cooking utensils taken straight from the hob or oven directly onto the worktop surface as this will cause damage. Use heat resistant mats. The Duropal laminate is tested to a temperature of 180c. Boiling water and cooking splashes will therefore do no harm to the surface of the worktop.
2. Do not allow water or other liquids to stand on the worktop or collect around joints and cutouts. Wipe away immediately.
3. Check the seal around all inset sink tops, hob cut-outs, end caps, jointing strips etc. thoroughly in order to ensure no moisture penetration. Always use a sealing agent on exposed chipboard edges and if an edging becomes loose or is damaged have it replaced immediately.
4. Do not cut objects directly on the worktop always use a chopping board for preparing food.

Cleaning Worktops

The major advantage of Premiere Kitchens' worktops is that the HPL surface makes cleaning so simple. Usually a moist cloth is sufficient, but use washing-up liquid to get rid of any grease. Stubborn dirt can be removed with an organic solvent such as methylated spirits or alcohol. Brushes with soft nylon bristles may be used for textured surfaces to ensure a more thorough cleaning but abrasive scouring pads, creams and even polishes should be avoided.

2.1 Electrical

Smoke alarm

Your home has been fitted with an Aico Ei154TL heat alarm and a Aico Ei156TLH optical alarm. Both of these alarms run off mains power and in the event of power failure have a rechargeable battery backup which can last up to 6 months without a mains power supply.



- The green indicator shows that mains power is present and every 40 seconds the red light will flash to show that it has self tested.
- Pressing the button will test the alarm and sound the horn while suppressed
- When the battery is empty the alarm will flash and beep every 40 seconds to indicate it needs recharging
- Alarm has a 5 year guarantee

Internal Lighting

- Fluorescent kitchen lighting

Crompton Troposphere Single 58W Cp 515 fluorescent batten

- Bathroom & Cloakroom

Crabtree safety batten holder - 5851

- Lighting in other areas

Memlite 4 pin compact fluorescent lamp with energy saving pendant - F1260.
Replacement Lamp; 15 watt - 1266

Shaver light/socket

Stylish range of dual voltage diffused bathroom Shaver lights with pull cords. Designed for easy installation and safe reliable operation. The Shaver Socket will operate with the light switched off.

Electrical consumer unit

A NHRS15SSLHI Wylex NH insulated consumer Unit which meets all British and international standards.

External lighting

Front of property - ASD mini horizon with PIR, Lamp 2 x 9W TCS 4 PIN

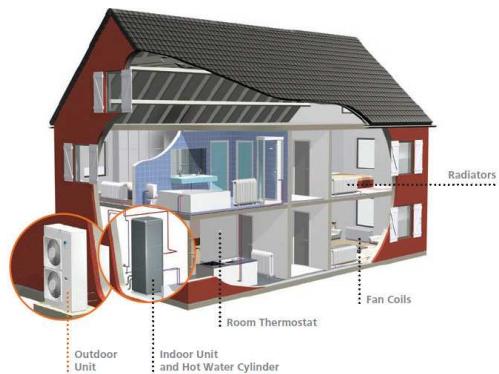
Rear of property – ASD guard lite with PIR slim-line polycarbonate bulkhead complete with PL9 lamp and dusk to dawn photocell

2.2 Plumbing

Heating system

Air Source Heat Pump

Your home has been fitted with [Daikin Altherma Air Source Heat pump](#). These heat pumps are highly flexible, energy efficient home heating system that extracts the heat from the outside air, raises this heat to a higher temperature and then distributes warmth around the home.



At the heart of the system lies an air to water heat pump. Because of this advanced technology, three quarters of the heat generated by the Daikin Altherma system is from a renewable energy source, the air around us, and therefore absolutely free of charge! It offers triple the efficiency of the most efficient boilers and produces $2/3^{\text{rds}}$ of all heating and hot water required for your home. This can save you on average

£270 on yearly fuel costs compared with running an energy efficient A-rated boiler.

Operating instructions

To adjust the temperature in your home to a comfortable level and to save energy when you are away you will need to adjust the thermostat which is located in your hall there are three setting which you can use;

Auto (automatic) will set your heating to a preset temperature program which can be personalised.

Man (manual) this mode acts as a simple thermostat which has fixed set points throughout the day. The set point can easily be adjusted from 5°C – 35°C using the up and down keys.

Off mode sets the thermostat to the minimum of 5°C that acts as a frost prevention measure

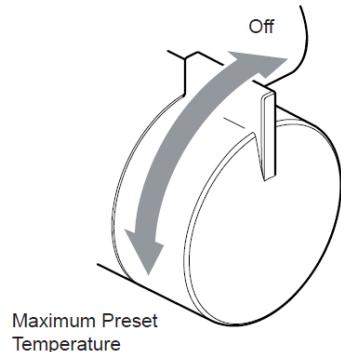
Sanitary Ware

Shower

Operation

The **Mira Minilite** thermostatic mixer has a single sequential control lever for on/off and temperature control and a flow rate of 6 litres per min. The control lever operates anti-clockwise in the following sequence:

- Off
- On
- Cold
- Warm
- Maximum Preset Temperature



Cleaning

The **Mira Minilite** shower that has been installed requires regular cleaning. The showerhead MUST be regularly cleaned to remove scale and debris. The chrome plated parts should be cleaned using a mild washing up detergent or soap solution, rinsed and then wiped dry with a soft cloth.

Warning! Many household cleaners contain abrasive and chemical substances, and should not be used for cleaning plated or plastic fittings.

Do not use descalents on this product.

Fault Diagnosis

Symptom:

Fluctuating or reduced flow rate.

Cause Rectification:

Check the showerhead, hose and filters for any blockage.

Make sure that the maintained inlet pressures are nominally balanced and sufficient.

Make sure that the inlet temperature differentials are sufficient.

Make sure there are no air locks or partial blockage in the pipe work.

Make sure that the Flow regulator fitted incorrectly.

Symptom:

Water leaking from the showerhead.

Cause Rectification:

Normal for a short period after shut off.

Check that the pressures are not in excess of the specifications for the product.

Renew the thermostatic cartridge

To Contact Kohler Mira

Mira Showers Customer Services

Telephone: 0870 241 0888, Mon to Fri 8:00 am - 5:30 pm Sat 8:30 am - 3:30 pm

E-mail: technical@mirashowers.com

Fax: 01242 282595

By Post: Cromwell Road, Cheltenham, Gloucestershire, GL52 5EP

Kitchen taps

Java Single Flow Monobloc Sink Mixer kitchen sink tap with a swivel spout and a flow rate of 4 litres per min

Toilets

The Galerie FLUSHWISE WC which has won the Waterwise Marque is a dual flush that operates using 4 or 2.6 litres of water.

Hand basin

Alcona Basin with a flow rate of 5 litres per min

Bath

Twyford Celtic 140 litre bath

3. Energy

3.0 Low energy light fittings

Depending on how long your lights are in use every day, just one energy saving light bulb could save you on average around £2.50 a year. And the light bulb will last around 10 times longer than a standard bulb and could save you around £40 before it needs replacing.

Fitting all your light with energy saving bulbs and you could save around £37 a year and £590 over the lifetime of all of the bulbs.

These savings take into account the higher cost of energy saving light bulbs. With prices starting from £1 - £2, you'll usually recoup the extra outlay within a year.

Energy saving light bulbs use between a fifth and a quarter of the electricity of ordinary bulbs to generate the same amount of light. So where you'd normally use a 60W bulb, you'll only need a 11-14 Watt bulb.

Standard bulbs	Energy saving equivalent
25W	5-7W
40W	8-9W
60W	11-14W
100W	20-23W

3.1 Details of EU labelling scheme for white goods

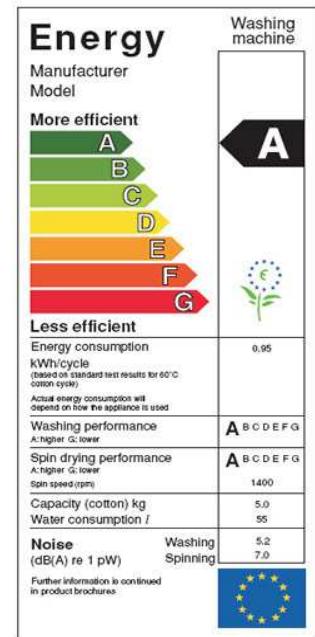
The EU Energy Labelling scheme is a compulsory requirement for all white goods and home appliances sold within the EU. It allows consumers to clearly see the efficiency and energy consumption of a product.

The system used by the EU Energy Label runs from A to G and primarily shows energy efficiency. Other details shown by the scheme including various performance related ratings (also scaled A to G).

Since its introduction in 1995, the EU Energy Label has become a widely recognised and respected guide for manufacturers and consumers alike.

The scheme covers; [Dishwashers](#), [Washing Machines](#), [Freezers](#), [Fridge Freezers](#) and [Refrigerators](#).

All of which require a D rating or above.



3.2 General information on energy efficiency

One of the key considerations when your house was being designed was the need to be energy efficient so your home was built using the latest construction methods and environmentally friendly products. There are simple steps that you can take that will also improve your home's energy efficiency. With help from the Energy Saving Trust here are some simple steps that you can take;



Turn your thermostat down. Reducing your room temperature by 1°C could cut your heating bills by up to 10 percent and typically saves around £55 per year. If you have a programmer, set your heating and hot water to come on only when required rather than all the time.



Is your water too hot? Your cylinder thermostat should be set at 60°C/140°F.



Close your curtains at dusk to stop heat escaping through the windows and check for draughts around windows and doors.



Always turn off the lights when you leave a room.



Don't leave appliances on standby and remember not to leave laptops and mobile phones on charge unnecessarily.



Only boil as much water as you need (but remember to cover the elements if you're using an electric kettle).



If possible, fill up the washing machine, tumble dryer or dishwasher: one full load uses less energy than two half loads.



A dripping hot water tap wastes energy and in one week wastes enough hot water to fill half a bath, so fix leaking taps and make sure they're fully turned off.

4. Water Use

4.0 Water saving measures and tips

Considerations have been made to limit the amount of water used in your dwelling these include; All wash hand basin taps have flow regulators which limits the flow to 4 litres per minute. The toilets have a 4/2.6 litre dual flush which gives the option to save water. The bath has an overflow of 140 litres which is 40 litres less than a conventional bath and your electric shower has a flow rate of below 6 litres per minute.

There are also simple steps that you can take to reduce your water consumption which will help to save you money and water usage.

- Take a shower rather than a bath
- Don't run the tap whilst cleaning your teeth
- Only boil as much water as you need when making drinks
- Don't leave taps dripping - repair any worn washers
- Only wash full loads in washing machines and/or dishwashers
- Water remaining after boiling eggs can be cooled and used to water plants as this is high in nutrients as is the dirty water taken from a fish tank
- If you drink tap water and normally run the tap for a while to ensure the water is cold, collect this initial supply either in your kettle or to water plants etc. alternatively, instead of waiting for it to run cold keep a jug of water in the fridge.
- Wash vegetables in a bowl rather than under a running tap.

4.1 External water use and efficiency

There are also savings that can be made for external water use. Your home has been provided with a water butt that gives you a supply of up to 200 litres of rainwater which can be used for general gardening purposes or even washing your car.

Tips for outdoor water use

- When gardening try to use a watering can, a drip irrigation system or a hosepipe with a trigger and better still connect it to your water butt. This allows for sensible water wise gardening, whilst still conserving supplies.
- Pressure washers use a lot of water. Use them sparingly and think about what you are doing. If you must use one to wash your patio furniture or bike, why not do it on the lawn so the water gets recycled.
- Lots of people use bathwater on their garden. Remember this is dirty water. Use it immediately and never store it. Do not use it on fruit or vegetables or near children.
- Use a trigger nozzle on your hosepipe to halve the water used and direct the water flow to the roots of your plants. Alternatively by using a watering can you can significantly reduce the amount of water wasted.
- Your roof collects about tens of thousands of rainwater each year. This could fill your water butts hundreds of times with free water.
- Use a bucket and sponge to wash your car. Just 30 minutes with a hosepipe will waste hundreds of litres. And, using a bucket will give your car a much more precise wash. If you must use a hosepipe, attach a trigger nozzle.
- Use mulch and bark in your garden to reduce evaporation by up to 75%
- Think about mixing some drought resistant bedding and perennial plants to your garden to add diversity.

5. Recycling and waste collections

5.0 Your household refuse and recycling service

Forest of Dean District Council provides an easy and convenient way to dispose of your household refuse and recycling.

The benefits of the services;

- refuse collected on a weekly basis
- recyclable items are collected together in one mixed container
- the recycling materials that are collected include; [tin cans](#), [aluminium cans](#), [mixed glass](#), [plastic bottles & containers](#), [cartons](#), [paper](#) and [cardboard](#)

How the service works;

- Collections every Friday from Apple Blossom Close.
- Refuse needs to be put out for collection in tied black sacks (although you can place your sacks within a dustbin if you wish).
- Refuse needs to be placed on the boundary of your property by 07.30 every Friday
- recycling materials are collected on alternative Fridays to your garden waste collection
- If you are elderly, infirm or disabled and cannot manage to take your refuse to the kerbside then it may be possible to arrange a back door collection service for you. Please telephone us on 01594 810000 and we will send a form for you to complete to arrange for a back door collection service.

if your collection is missed;

If your refuse is not collected please call 01594 810000.

In adverse weather, please ring 01594 812666 (recorded message) or visit

www.fdean.gov.uk for up to date information.

5.1 Information on recycling bins and there location

In your kitchen cupboard you will find a 30 litre recycling bin. This is to assist you with recycling and is in addition to your standard waste bin.

5.2 Information on compost bins and there location (subject to property type)

Your home has been provided with a compost bin which is located in your back garden next to your shed and is accessible from the footpath. It can be used for disposing of garden waste and house hold organic waste such as; [tea bags, uncooked vegetables, fruit](#) and [egg boxes](#). Please keep out; [meat, nappies, dairy products](#) and animal foul.

For further information please visit; www.recyclenow.com

5.3 What is WRAP?

WRAP is a non-profit organisation that is supported by government funding. Its main aim that is achieved through working with partners is to prevent waste, promote recycling and develop markets for valuable products. WRAP works with the public providing information and tools that support recycling and reduces food waste. This helps bring measurable gains to the economy and long term benefits to the environment.

If you would like guidance on recycling and sustainable waste disposal please visit their website for further information; www.wrap.org.uk

6. Sustainable DIY

NOTE: The stairs at your property are of a timber construction. If you are installing carpets and require carpet grips ensure that they **ARE SCREWED** and **NOT NAILED** down as this will cause creaking and may affect the stairs integrity.

If you are planning to carry out DIY it is important to choose the most suitable materials for the job. Here are some tips to ensure that you chose products that are sustainable, are non-hazardous and are suited to your home.

Fixings – it is important to remember that your house is constructed using a timber frame so when putting up a picture frame for example you will need to check exactly what you are screwing into. It will be either plasterboard or into the stud wall, in the case of it being plasterboard you will need a cavity wall fixing. If it is stud you should be able to screw directly to the wall. If you are in any doubt you should contact a professional as it is essential that know exactly what you are screwing/drilling into prior to starting.

Timber – the timber you choose can have an impact on the environment. Materials that are less environmentally damaging do not necessarily cost more, often perform well, and many are widely available. For example:

- using reclaimed wood saves energy and resources

When buying timber from a merchant it is important to know where it has come from buying timber that is FSC (Forestry Stewardship Council) certified or has a CoC (Chain of Custody) will ensure that it has come from a sustainable resource.

Paints & Finishes - When choosing a paint or finish try to find one with a low environmental impact:

- if you have the choice, choose a product without a hazard warning on the label (a black symbol on an orange or yellow square, with a description of the hazard)
- 'natural' or 'all natural' paints, milk paints and white washes can contain less harmful substances than ordinary paint
- calculate how much paint you need and try not to buy too much - a lot of paint that

people buy is never used

- look for the European Ecolabel for indoor paints (this means that they have a lower impact on the environment)



Volatile organic compounds (VOCs)

Most paints contain VOCs, which can be harmful to humans, wildlife, plants and even building materials. New legal limits have been introduced for VOC content in paints and varnishes used around the home. VOC content must now be displayed on all such products:

- choosing the appropriate product with the lowest VOC content you can will help reduce harmful effects

Think twice about projects that consume energy

Some DIY projects will increase your energy usage significantly, increasing fuel bills and your contribution to climate change. If possible:

- try to avoid putting heating in your conservatory, as few conservatories are well insulated and much of the heat is likely to be lost
- think about using solar power for water features and lighting in your garden

Manufacturing tools uses energy and resources, but many are hardly used. The average drill is used for less than 15 minutes in its entire lifetime, so consider borrowing or hiring instead of buying.

7. Smoke Alarm information

Your home has been fitted with an Aico 154 smoke alarm which can be found in the hall of your property and a heat alarm has been fitted in the kitchen. Both of these alarms run off mains power and in the event of power failure have a rechargeable battery backup which can last up to 6 months without a mains power supply.

- The green indicator shows that mains power is present and every 40 seconds the red light will flash to show that it has self tested.
- Pressing the button will test the alarm and sound the horn while suppressed
- When the battery is empty the alarm will flash and beep every 40 seconds to indicate it needs recharging
- Alarm has a 5 year guarantee

8. HUG (Home User Guide) alternative formats

If you require a copy of this guide in an alternative format please contact Markey Construction

Markey Construction

Unit Q1

Quadrant Distribution Centre

Quadrant Way

Hardwicke

Gloucester

GL2 2RN

01452 886 155

info@markeyconstruction.co.uk

Electronic versions can be found at the following address

www.markeyconstruction.co.uk

Please note there is a charge for this service

9. Recycling and waste

9.0 What to do with waste that is not covered by the standard weekly collection

If you have waste that is not covered by your weekly collections here are some suggestions to how it can be disposed of;

Bulky waste

Forest of Dean District Council offers a collection service for bulky household items such as three piece suites, fridges, freezers, white goods, electrical items and many other types of household furniture. Items that are still in good condition can be reused or refurbished. For the council to offer your upholstered items for reuse, please attach the fire retardant standard information to your item.

Items that are of good condition are then made available to low and limited income families through our contractor Orchard Recycling. Anyone wishing to view items of furniture for potential purchase can visit Orchard Recycling, Unit 5, Longhope Industrial Estate, Church Road, Longhope, Gloucestershire GL17 0LB (Monday-Friday in office hours). Alternatively, call them on 01452 830919.

The cost to remove bulky items are as follows:

£15.00 (for up to 3 items)

£30.00 (for 4-6 items)

To request a bulky item collection or for further information please call 01594 810000. Payment can be made by debit card over the phone or the council offices in Coleford. Please be aware that once payment has been taken, we are unable to offer a refund if you then decide to cancel the collection.

Most household items can be collected. View the following list to see what sort of items can be picked up:

Please use the list below as a guide to the items that fall within the bulky items category and which can be reused or recycled:

Armchairs*	Headboards
Barbecues	Hi-Fi equipment
Beds	Ironing boards
Bed bases	Knitting machines
Bicycles	Lawn mowers
Bureaus	Metal
Cabinets	Microwaves
Carpets	Mirrors
Chairs	Ottomans
Chest of drawers	Sofas*
Computers	Slides
Cookers (incl. hobs, hoods, ovens)	Swings
Cots	Tables
Desks	Televisions
Dishwashers	Television stands
Dressing tables	Tumble dryers
Electric fires	Washing machines
Fridges	Wheel barrows

* Please attach fire retardant standard if applicable.

Items that weigh less than 25kgs and which are small enough to fit within a standard size dustbin can be left out for collection with your normal refuse although they will not be recycled. Ideally, small electrical items should be taken to the local Household Recycling Centre (HRC) for recycling. Good condition non-electrical items can be taken to local charity shops, some of which are happy to accept larger furniture items.

Items that will not be collected include fixtures and fittings (i.e. windows, doors, bathroom suites etc) or builders/garden rubble. This service is not available for house clearance purposes.

Household Recycling Centre

The district's Household Recycling Centre (HRC) is located at Oak Quarry, Broadwell, Nr Coleford, Gloucestershire. It is one mile north east of Coleford on the B4226, half a mile after Broadwell crossroads. The site is operated by Gloucestershire County Council and is for domestic waste only.

The facility is open all year round except Christmas Day (25th December) and New Years Day (1st January).

Opening times are from 9.00am until 6.15pm.



Batteries

Household batteries are accepted by all Household Recycling Centres. Some retailers also provide in store recycling facilities for batteries in order to fulfill their obligations under the recent EU battery directive. Battery recycling points are available at Tesco and Coop stores in the Forest of Dean.

Computers & IT Equipment

Engelhards, Cinderford: There is a unit cost for a computer monitor of £7, but all other equipment is recycled free of charge. There is a collection charge of £10 per trip or equipment can be dropped for free at their depot. Call 01594 827744 for further information.

IT Schools for Africa, Cheltenham: Companies, organisations and groups can donate old working PCs and laptops, monitors and printers. Bulk donations will be collected free of charge but individual items can be taken and dropped off for free. For more information call 01242 228800

Electrical and Electronic Equipment

Electrical and electronic items cover a wide variety of items including: audio visual equipment, lighting, household appliances, IT and telecoms equipment, tools and even toys. Most electrical and electronic equipment will contain hazardous substances such as mercury, lead or cadmium so it is essential that these items are disposed of responsibly.



Following the introduction of the Waste Electrical and Electronic Equipment (WEEE) Directive, retailers now have a responsibility to ensure their customers can return their WEEE free of charge and many now offer in-store take back schemes. Alternatively, electrical and electronic equipment can be taken to the local Household Recycling Centre.

Paint



The County Council provides chemical banks at all the Household Recycling Centres in which tins of paint can be deposited. If the paint is water based i.e. emulsion, and has dried up completely then it can be placed in with the non-recyclables at any of the Household Recycling Centres (HRCs).

For large quantities of usable paint try contacting the Gloucestershire Resource Centre

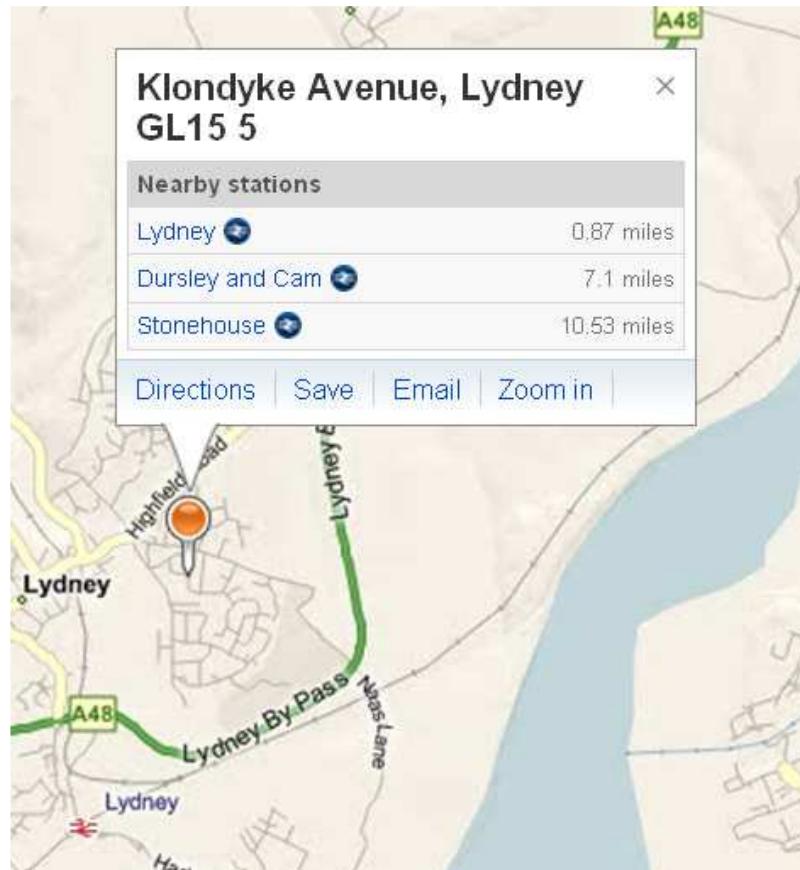
01452 504442.

10. Public transport

10.0 Details of public transport

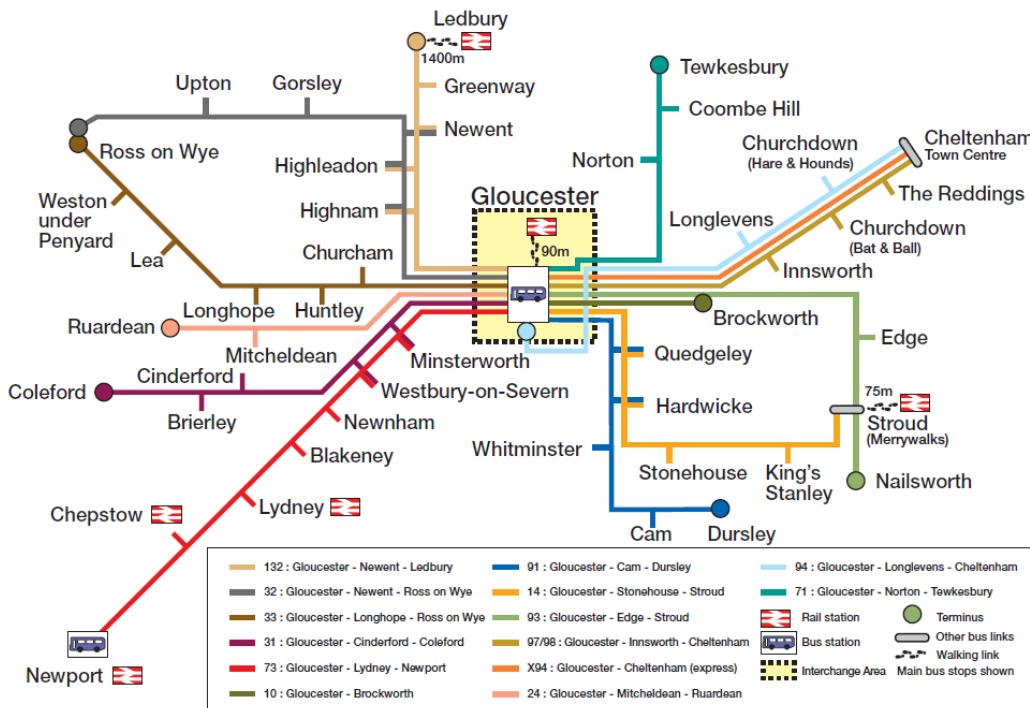
Your nearest train station is Lydney and is located at the map below. For further enquires and train times please contact the following;

Station info	Buying tickets
Lydney Railway Station Station Road Lydney GL15 5EW	nationalrail.co.uk
arrivatrainswales.co.uk	thetrainline.com
	virgintrains.co.uk



Bus Route

The main bus route that links Lydney to Gloucester is the 73. This also has links to other locations that can be seen on the next page in red;



From Lydney to Gloucester

Operator Code	SGC	SGC												
Service No	73	73	73	73	73	73	73	73	73	73	73	73	73	73
Gloucester, Bus Station [K]	0552	0632	0747	0847	0947	1047	1147	1247	1347	1447	1547	1647	1747	
Minsterworth, The Dinny	0606	0646	0801	0901	1001	1101	1201	1301	1401	1501	1601	1701	1801	
Westbury-on-Severn, Surgery	0611	0651	0806	0906	1006	1106	1206	1306	1406	1506	1606	1706	1806	
Elton, A48, opp Elton Corner	0613	0653	0808	0908	1008	1108	1208	1308	1408	1508	1608	1708	1808	
Newnham, Church	0616	0656	0811	0911	1011	1111	1211	1311	1411	1511	1611	1711	1811	
Blakeney, Square, King's Head	0624	0704	0819	0919	1019	1119	1219	1319	1419	1519	1619	1719	1819	
Lydney, Station arr	0632	0712	0827	0927	1027	1127	1227	1327	1427	1527	1627	1727	1827	
Lydney, Station dep		0715	0830	0930	1030	1130	1230	1330	1430	1530	1630	1730	1830	
Lydney, Church Road, opp Town Hall		0718	0833	0933	1033	1133	1233	1333	1433	1533	1633	1733	1833	

Lydney, Church
Road, opp | 0720 0835 0935 1035 1135 1235 1335 1435 1535 1635 1735 1835
Cemetery

For more bus service information please visit www.goucestershire.gov.uk/bustimetables

10.1 Cycle paths

Apple Blossom close is situated approximately 1km from Lydney town centre giving cycle users easy access to local amenities and a gate way to the rest of the country through the rail network.

For more information on cycling in the region please visit the following websites;

Cycle Routes

active.visitforestofdean.co.uk

Sustrains.org.uk

Cycle Clubs

rdfcc.org.uk
(Royal Dean Forest Cycling Club)

10.2 Car parking, park & ride schemes and car hire

Due to the location of your home there are no park & ride facilities within the town but if travelling further afield to Gloucester you will find one at the following;

507 Service

St Oswalds
Gloucester
GL1 2SG

Parking Fee - £1.50 all day

Bus Fare - £1.20 Rtn

There are several public car parks in the area which can be seen on the map in section 9.0 Details of Public Transport.

Car Hire

Urento Car and Van Hire
garden city
11 Hughes Crescent
Chepstow
NP165DY

01291 422 666

urento.co.uk

Thrifty Car Rental
153A Bristol Road
Gloucester
GL1 5SY

01452 383 866

thrifty.co.uk

Europcar UK Ltd
279 Bristol Road
Gloucester
GL2 5DD

01452 308 880

europcar.co.uk

11. Local Amenities

The following provides you with the locations of various amenities within the local area;

Schools	Severnbanks Primary School Naas Lane, Lydney GL155AU	01594 842 789 severnbanksprimaryschool.co.uk
		"All children are individual and have different needs - our aim is to develop each child's individual potential within a safe, caring and stimulating environment."
	Whitecross School Church Road, Lydney, GL15 5DZ	01594 843202 whitecross.gloucs.sch.uk
	Royal Forest of Dean College Five Acres, Berry Hill, Coleford, Glos, GL16 7JT	01594 838432 rfdc.ac.uk
GP surgeries	Severn Bank Surgery , Tutnalls Street, Lydney GL15 5PQ	0844 477 8645
	Lydney Health Centre , Albert Street, Lydney, GL15 5NQ	01594 842 167
Community Centre	Lydney Youth & Community Centre Naas Lane, Lydney, GL15 5AT	01594 842 256
Play Areas	Leisure Experiences , Old Park House, Lydney Park Estate, Lydney GL15 6BU	01594 845 244
	Dick Wittingtons , Farm Park, Longhope, GL170PH	01452 831 000
Outdoor areas		
Go Ape		@ Mallards Pike Lake vies for our most beautiful location. Bring a picnic and a BBQ and enjoy family bike trails starting by the Go Ape cabin – a perfect way to explore the amazing Forest of Dean.

Royal Forest Route,
visitforest
Ofdean
.co.uk

Please be aware
this route is
over 20 miles
long



The Forest is home to a great range of attractions - some man-made, some completely natural but all of them well worth a visit. You may wish to discover the area's history, or enjoy a stroll around a nature reserve.

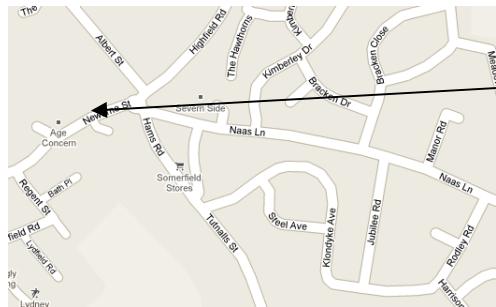
Our mazes are simply amazing or how about spending some time riding a train through the forest or cruising down the River Wye. There really is no shortage of ideas for things to see and do in the Forest of Dean.

Supermarket	Tesco , High Street, 0845 677 9443 Lydney, Gloucestershire GL15 5DN
Place of Worship	Lydney URC Church , Tutnalls Street, 01594 560 134 Lydney, GL15 5PG
Pharmacy	Lloyds , 41-43 Newerne Street, 01594 842 847 Lydney, GL15 5RA
	Co-operative 33-39 Newerne 01594 843 443 Street, Lydney, GL15 5RB
Leisure Centre	Forest Leisure , Church Road, 01594 842 383 Lydney GL15 5DZ
Public House	Greyhound Inn , Tuthill, Lydney, 01594 842 670 Gloucestershire GL15 5PA
News agents	Martins , 67 Newerne Street, 01594 842 125 Lydney GL15 5RA

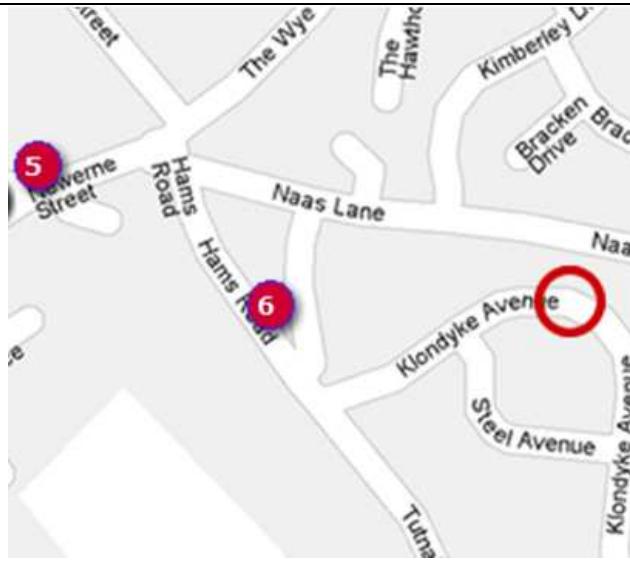
Post Office

Lydney Post Office, 33-39
Newerne Street, Lydney GL15 5RB

01594 844 347



Nearest Post office

Cash Points

5 **National Westminster Bank/NatWest**

NATWEST BANK
51 NEWERNE STREET
LYDNEY
GLOUCESTERSHIRE
GL15 5RG
0.19 miles away



Charge: free

6 **Moneybox Corporation Ltd**

LYDNEY HARRY TUFFINS
HAMS ROAD
LYDNEY
GLOUCESTERSHIRE
GL15 5PE
0.25 miles away



Charge: free

For more cash points please visit the following; www.link.co.uk

12. Things to do

Dean Forest Railway

Based near Lydney - offers visitors the chance to soak up the sight, sounds and smells of travel on a rural branch railway operated by steam trains – and the occasional heritage diesel or diesel railcar.

There is a large free car park at Norchard Station on the B4234 together with a gift shop, museum and café. The round trip from Norchard Station to Lydney Junction and Parkend is over 8 miles long and takes on average an hour and three quarters. If you prefer, you can break your journey, explore the area and catch a later train back. Lydney has shops and a children's park with lake, whilst at Parkend there are real ale pubs, cycle-ways and walks. So there is plenty to see and do while you are at the Railway.

01594 845840
www.deanforestrailway.co.uk



Dean Forest Railway
Forest Road
Lydney
Gloucestershire
GL15 4ET

SevernWye Llama Trekking

Smallbrook Farm is the base for SevernWye Llama Trekking where the camels, llamas and donkeys are kept and trained. Visitors are welcome by appointment. Smallbrook Farm is located in the Forest of Dean.

Llamas are wonderful animals that have a placid and helpful nature, and relate well to humans. They all enjoy their walks and have no trouble carrying the equipment and supplies for a great day out.



Llama Trekking can be part of many outdoor activities. Options range from 2 hour walks to all day, with a variety of picnic options and routes.



The llamas are kept at Smallbrook Farm and are used for treks from Speech House Hotel and for displays, shows and other events. The llamas graze happily with the camels and other animals. We have separate enclosures when required but as the animals have such good temperaments we rarely need to separate them.

The llamas graze on grass most of the time with some supplementary feeding with hay in the winter. In very bad weather they can be housed in the barn, but they are very hardy with thick coats that throw off the very worst of the British weather. They are, like most large animals, happier to be out rather than in. As their feet do very little damage to the ground they do not poach grassland like cattle or horses.

01594 528482
www.severnwyellamatrekking.co.uk

Smallbrook Farm
The Common
Woolaston
Lydney
Gloucestershire
GL15 6NT

13. Responsible purchasing

Reduce the energy costs of running your white goods appliances

Apart from heating your home, the energy you use in your home is mostly used up by appliances so a lot of attention is being paid to making them use less energy. Although this is good for reducing bills and the environment, there is a much simpler and cheaper way to reduce costs.

To reduce the energy costs of running appliances you should make sure that your buying electricity and gas from one of the cheaper suppliers. Most people can save a significant amount of money each year – even if they've already changed suppliers before.

These savings can be far greater than the savings you could make by replacing an appliance with one that uses less energy. We don't need to get obsessive about constantly transferring to the cheapest energy supplier but it does make sense to at least check we aren't paying way over the odds by keeping an eye on competitive tariffs.

organic food procurement/ food growing/ local produce

Taurus Crafts
The Old Park, Lydney, Gloucestershire
GL15 6BU

Opening Times – from 10am until 5.30pm daily

01594 844 841
www.tauruscrafts.co.uk

Ruddle Court Farm
Ruddle, Newnham GL14 1DY

01594 516 304
www.organicholidays.co.uk

Restaurant and organic food shop



14. Emergency information

In case of an emergency please dial **999**

14.0 Location of A&E and local minor injuries clinics

Hospitals

Accident and emergency

Gloucester Royal Hospital
Great Western Road
Gloucester
Gloucestershire
GL1 3NN

08454 222222

Minor Injuries Unit

Lydney and District Hospital Site
Lydney,
Gloucestershire,
GL15 5JF

01594 598220

14.1 Location of police / fire station

Police

Lydney Police Station

Rear Of Claremont House,
High Street,
Lydney
GL15 5DX

0845 0901234

Fire station

Hereford & Worcester Fire & Rescue Service

Coleford Fire Station
Cinderhill
Coleford
Gloucestershire
GL16 8HQ

01452 753333

14.2 Emergency cut offs

Water

Your stop tap is located under the kitchen sink. *Turn the tap Clockwise to turn the water off.*

Electric

The consumer unit is situated in the hall near the front door. Please make yourself aware of its location so it can be located promptly during an emergency.

14.3 Maintenance/Repair

If you have any maintenance requirements or require an urgent repair your point of contact is Two Rivers Housing. The number below is operational 24hrs a day.

Two Rivers Housing - 0800 316 0897

15. Links, references and further information

If you would like any further information on this HUG or require an alternative format of the guide please contact the following;

Markey Construction	01452 886 155
Unit Q1	
Quadrant Distribution Centre	info@markeyconstruction.co.uk
Quadrant Way	
Hardwicke	Electronic versions can be found at the
Gloucester	following address
GL2 2RN	www.markeyconstruction.co.uk

If you would like any further information on what has been covered in the guide please contact the following organisations

Two Rivers Housing	Forest of Dean District	Lydney Town Council
7/ 3 Vantage Point	Council Offices	Council Chambers
Business Village	High Street	Claremont House
Mitcheldean	Coleford	High Street
Gloucestershire	Glos	Lydney
GL17 0DD	GL16 8HG	GL15 5DX

0800 3160897	01594 810000	01594 842234
customerservices@2rh.org.uk	council@fdean.gov.uk	lydneytc@btconnect.com
www.tworivershousing.org.uk	www.fdean.gov.uk	

Sustrans	Energy saving trust
www.sustrans.org.uk	www.energysavingtrust.org.uk
Recycle now	WRAP
www.recyclenow.com	www.wrap.org.uk
Cashpoints	Forestry Commission
www.link.co.uk	www.forestry.gov.uk
Postoffice	News agents
www.postoffice.co.uk	www.martinmccoll.co.uk

16. Appendices

- Appendix one - Composting
- Appendix two - White Good brochure
- Appendix three - Electrical Safety Certificate

Composting

Getting Started - Tips for top compost

- Position your composter on bare soil, not concrete or decking. It should be easy to get to all year round.

Have a caddy in the kitchen to get you into the composting habit!

- Get a good mix of '**greens**' (e.g. vegetable peelings) and '**browns**' (e.g. scrunched up cardboard). Try to add equal layers of **greens and browns**, this will help create air pockets for the microbes that break the material down to breathe, speeding up the rotting process.
- Composting works best if you add lots of materials at once. Chop chunky items into small pieces to speed up the process. Make sure that your compost is moist but not wet. Add water if it's too dry. Cover and add dry material if it is to wet.

Young nettles are an excellent natural accelerator!

- Keep adding a good mix of materials. After nine months your compost should be ready - dark in colour and have an earthy smell. When done you will have a rich compost to improve the soil on your plant or vegetable beds - and all for free!



Start composting now!

At least 30% of your household waste could be composted.

Things you **CAN** put in your compost bin are:

Greens

- ✓ Grass cuttings
- ✓ Tea bags
- ✓ Coffee grounds and filters
- ✓ Leaves
- ✓ Spent bedding plants
- ✓ Old flowers
- ✓ Nettles
- ✓ Vegetable peelings
- ✓ Pond algae and seaweed

Browns

- ✓ Egg shells
- ✓ Fallen leaves
- ✓ Feathers
- ✓ Egg boxes
- ✓ Cereal boxes
- ✓ Corrugated cardboard
(scrunched up in small amounts)
- ✓ Newspaper (scrunched up)
- ✓ Toilet tubes
- ✓ Shredded confidential documents
- ✓ Corn cobs and stalks
- ✓ String
- ✓ Rabbit & guinea pig bedding

DO NOT COMPOST

✗ Meat or any material prepared with meat	✗ Cheese
✗ Plate scrapings	✗ Coal ash
✗ Fish	✗ Dog poo and cat litter

How well does the product perform?

The 'A-G' indicators here are similar to the main energy efficiency ratings and are based on European standards (the test cycle used is on the label): 'A' is the best performance and 'G' the worst. Using models with 'A' ratings for both energy efficiency and performance, together with lower than average water consumption, will save you the most money – as well as being the best for the environment.

Conserve water

To help you choose a water efficient model, the table below shows roughly how much water typical appliances use.

Washing machine: 30-100 litres per wash programme (based on a wash load capacity of 5kg)

Washer-dryer: 60-200 litres per wash and drying programme (based on a wash load capacity of 5kg)

Dishwasher: 10-30 litres per wash (based on an 8-place setting)

Dishwasher: 10-50 litres per wash (based on a 12-place setting)

Further information

Noise

Manufacturers don't have to provide information on noise. If shown, the lower the number, the quieter the appliance.

Light bulbs

In addition to the standard 'A-G' scale for energy efficiency, information on the packaging must include luminous flux (light output) of the light bulb in lumens, the input power of the light bulb in watts and the average rated life of the light bulb in hours.

No labels?

Ask your retailer first - he must, by law, provide this information. Local authorities in England, Wales and Scotland are responsible for enforcing the regulations that cover energy labels and similar energy information in mail order catalogues etc. Enforcement in Northern Ireland is the responsibility of the Trading Standards Service of the Department of Enterprise, Trade and Investment.

You can obtain contact details for your local Trading Standards Department by visiting www.tradingstandards.gov.uk and entering your postcode.

Related programmes



Save Energy

To find out more ways to save money on your energy bills and choose efficient appliances, visit www.est.org.uk/myhome or call your local Energy Efficiency Advice Centre on 0800 512012 between 9am and 5pm Mondays-Fridays.

Market Transformation Programme

Energy labelling is supported via Defra's Market Transformation Programme. To find out more about this Programme, visit www.mtprog.com or call the Programme's helpline on 0845 600 8951.

Market Transformation Programme

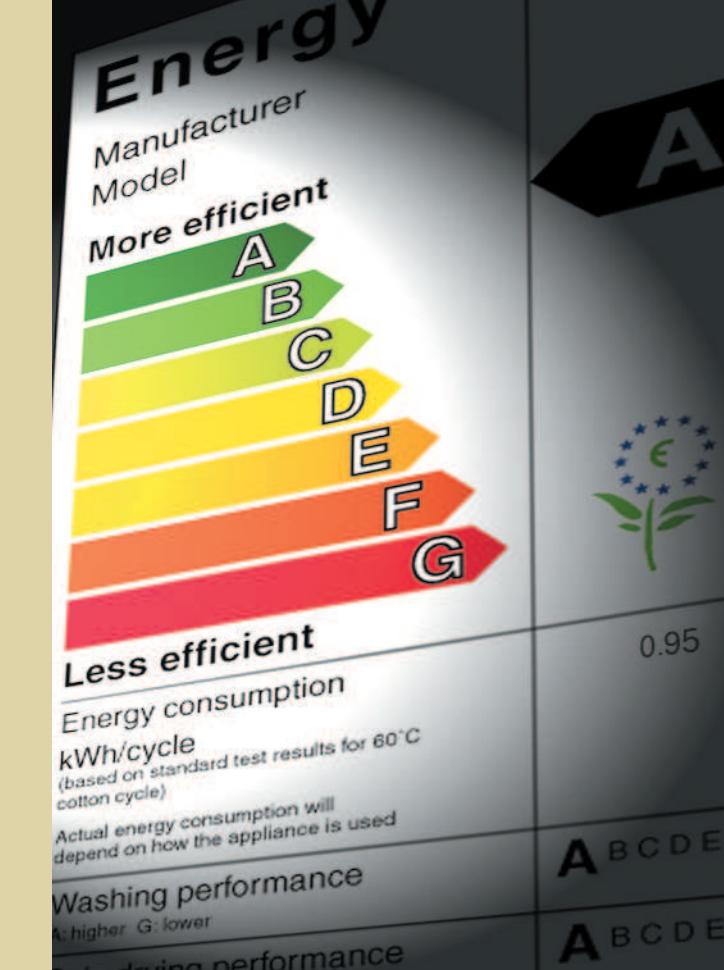


For further copies of this leaflet contact: DEFRA Publications, Admail 6000, London SW1A 2XX
Tel: 08459 556000

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Energy Labels

Helping you make the right choice

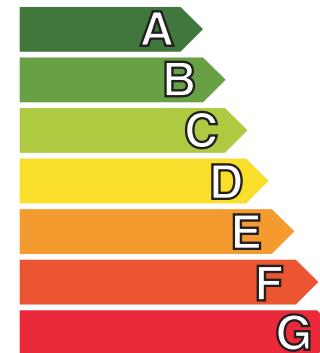


About Defra
www.defra.gov.uk

Energy

Manufacturer
Model

More efficient



Less efficient

Energy consumption
kWh/cycle
(based on standard test results for 60°C
cotton cycle)
Actual energy consumption will
depend on how the appliance is used

Washing performance

A: higher G: lower

Spin drying performance

A: higher G: lower

Spin speed (rpm)

Capacity (cotton) kg
Water consumption l

Noise
(dB(A) re 1 pW)

Washing
Spinning

Washing
machine



Further information is continued
in product brochures



Energy Labels

By law, the European Community Energy Label must be displayed on all new household products of the following types displayed for sale, hire or hire-purchase:

- Refrigerators, freezers and fridge-freezer combinations
- Washing machines
- Electric tumble dryers
- Combined washer-dryers
- Dishwashers
- Lamps
- Electric ovens
- Air conditioners

Mail Order catalogues, Internet advertisements and manufacturers' literature must contain similar information. You should expect to be provided with this information wherever you buy or hire these products.

Product details

How to Use the Energy Label To Choose More Efficient Products and Save you Money

What you get for your money – Energy Efficiency

The more efficient the product, the less energy it needs and the more you get for your money. 'A' rated products are the most efficient and 'G' rated products the least efficient. The most efficient fridges and freezers can now be identified by new 'A+' and 'A++' markings on the large black arrow appearing against the green 'A' arrow.

How much will it cost to run – Energy Consumption

This tells you how much electricity the product uses, in kilowatt hours (kWh)*. Use the kWh figure to see how much electricity and money you might save if you chose a different model. Using less electricity is better for the environment and for your pocket.

* When you buy electricity, your supplier charges you for how many kWh or 'units' of electricity you use. A one bar electric fire uses 1kWh in one hour. A 100watt electric light bulb uses 1kWh in 10 hours' use (an energy-saving light bulb would go on for 40 hours on 1kWh of electricity!).

Product details

Actual savings will, of course, depend on how you use the product and how much you pay for your electricity. You can also save money by running washing machines, washer-dryers and dishwashers only when you have a full load, using economy and low temperature settings, and spin-drying clothes well before you tumble dry; by ensuring that fridges and freezers are installed away from cookers and other sources of heat in accordance with the manufacturer's advice; and by switching off lights when not needed.

Manufacturer's name and product details

This confirms the manufacturer's name and model number - check that this is the same as the model you actually choose to buy.

The European Ecolabel

Some products are awarded the European Ecolabel which may appear on the label or elsewhere. The Ecolabel indicates that the product has been independently assessed and found to meet strict environmental criteria (considering more than just energy consumption), putting it among the best in its class.

